

South Norwood Hill Medical Centre

Patient Participation Group (PPG)

Monday 7th January 2022 Meeting Notes

Present

Julie Cook (Chair)

Dr James Ojo

Dr Ide Ojo

CB

LW

LW

Apologies

None were received

1. The meeting was opened and members were welcomed
2. Staffing: things had improved in terms of receptionists but an extra one wouldn't go amiss! Two are still on probation but are working out well. Meetings had been held with staff who weren't fully vaccinated which may mean more vacancies. There had been some problems with District Nurses not visiting housebound patients which has now been taken care of by the healthcare assistant who visits and reports back on issues
3. The new telephone system is proving very effective as it monitors how many calls each person takes, how long the call takes and who ends the call. It also measures when people hang up rather than wait. This has enabled staffing hours to be amended to cover busy periods
4. CQC: a very detailed report has been requested and has been dispatched showing improvements. There has been no response as yet
5. CCG: a friendly infection control visit happened today looking at the handling of clinical waste, cleaners' logs. The practice Nurse had recently received relevant training and everything seemed to go well. A website addition giving information about processes was needed. The Practice had participated in the winter access programme whereby patients with minor symptoms were asked to visit a pharmacy rather than see a doctor- this doesn't always go down well with patients as the receptionists soon found out!

6. Repeat prescriptions are tracked daily now. There were issues as the number of pharmacists in scope has grown. The lead receptionist has been phoning all pharmacists which has ironed out many problems. Letters re medication for those being released from hospital are handled by a senior receptionist
7. Date of next meeting: Monday 4th April 6pm via Zoom